



Aging & Disability Resource Center
of Waukesha County

ANNUAL REPORT | 2021





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OUR MISSION

To provide older adults and people with physical or developmental/intellectual disabilities the resources needed to live with dignity and security and to achieve maximum independence and quality of life. The goal of the Aging and Disability Resource Center is to empower individuals to make informed choices and to streamline access to the right and appropriate services and supports.

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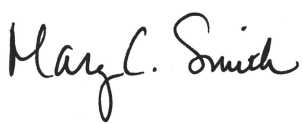
On behalf of the ADRC of Waukesha County I am pleased to present the 2021 Annual Report. The pandemic continued to impact the programs and services provided to our community, and the ADRC continued to pivot services to meet the needs of seniors and adults with disabilities. During 2021, the ADRC did continue to develop and implement several enhancements to our agency and services to the community.

Some highlights from 2021 include:

- Division reorganization for efficiency and optimal service delivery
- Implementation of the electronic health record across the division
- Completion of the 2022-2024 County Aging Plan
- Additional financial support provided to contracted providers made possibly by state and federal COVID funding
- Provided consumers increased passenger fare assistance for subsidized transportation rides
- Developed and implemented a COVID vaccine marketing campaign
- Reopened four senior dining centers
- Refined call center operations to include a dedicated abuse/neglect reporting line
- Provided additional dementia resources to the community and trained 115 law enforcement officers and first responders on a more effective response when assisting individuals with dementia experiencing challenging behaviors

The staff of the ADRC are a dedicated team, one that continues to provide exemplary services to our consumers. In 2021, the ADRC exceeded the countywide Customer Satisfaction survey goal of 4.65, with an overall score of 4.73 out of 5. We are grateful for community partners who contribute to the success of the ADRC and the ability to provide quality resources and services to Waukesha County.

This report provides detailed information on the activities and initiatives provided to our community in 2021. Please contact the ADRC for assistance related to aging or adults with disabilities.

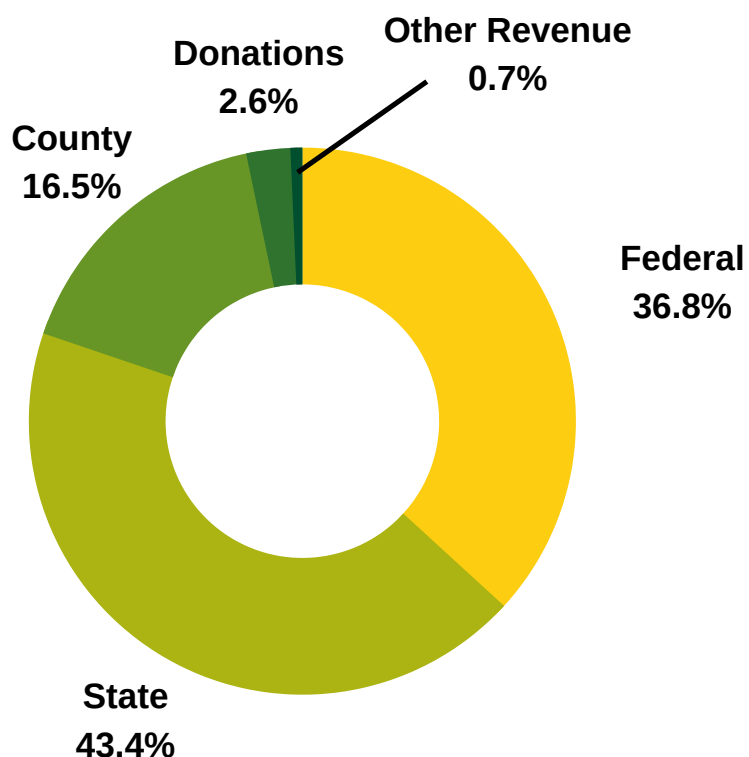


MARY C. SMITH

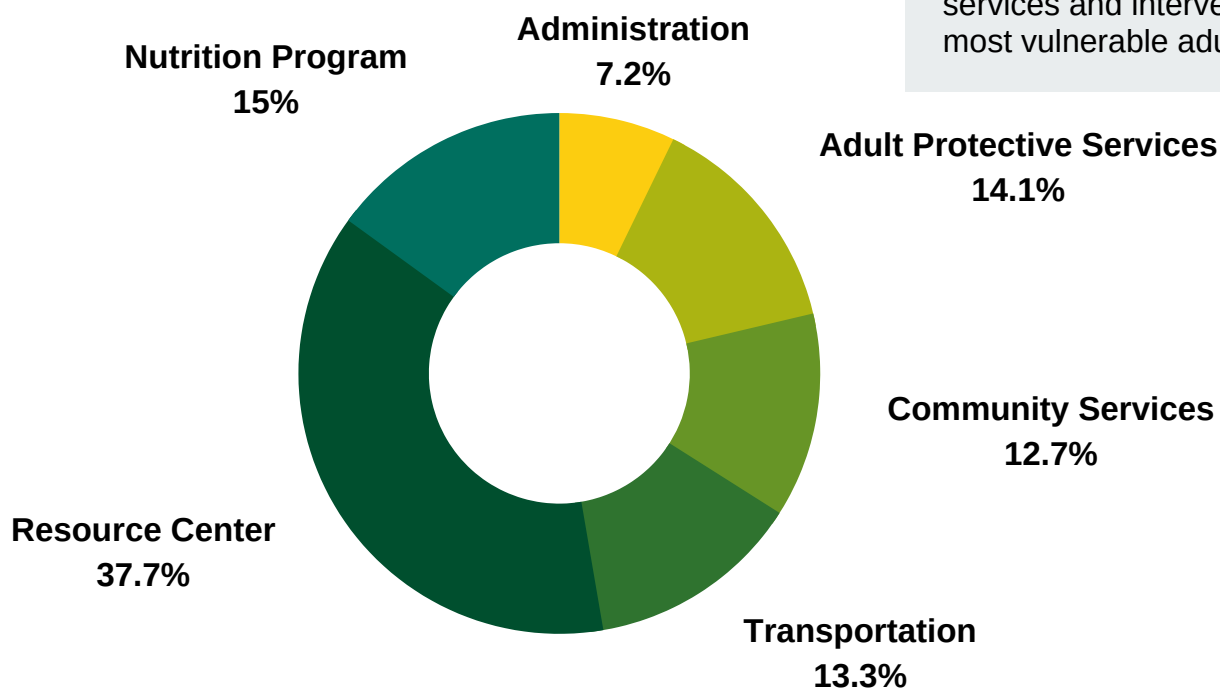
*Aging & Disability Resource Center
of Waukesha County, Manager*

AN OVERVIEW 2021 REVENUE & EXPENSES

REVENUE - BY SOURCE



EXPENSES - BY PROGRAM



The ADRC of Waukesha County received over 9 million dollars of revenue in 2021 from various sources. The ADRC receives a number of grants through the federal and state government. Community services revenue is mostly funded through the Older Americans Act, while transportation and the Resource Center are largely funded by various state programs. Our consumers benefit from the county tax levy support provided to our division.

During 2021, additional Older Americans Act funding was provided as carryover dollars from the 2020 budget. COVID relief funding in the form of vaccine outreach and Adult Protective Services was also provided. \$234,000 of our revenue is generated by donations from recipients of our services funded by the Older Americans Act. This donation revenue is decreased due to the closure of senior dining centers during the majority of 2021.

The Resource Center unit accounts for the highest percentage of expenditures, followed by the Nutrition program, which includes both senior dining and home delivered meals. The Adult Protective Services unit receives the most county tax levy as it provides services and intervention to protect the most vulnerable adults in our community.

INTERNAL/STAFFING CHANGES

2021 was another year of expansion within the ADRC. In January we gratefully welcomed a new supervisor position to the Division. This expansion allowed for more equitable distribution and management of staff and greater ability to meet the ever-changing needs of service delivery. We also recognized the need to add additional part-time specialty staff in the areas of Caregiver Support and Dementia Care. Additional staff enhancements included the addition of a lead worker in the Adult Protective Services (APS) area.

The ADRC is continuously exploring opportunities to improve internal operations and processes to best allow us to meet consumer and staff needs. In 2021, the ADRC transitioned to the electronic record for the Resource Center and Aging Services programs. The entire division created electronic forms and reports to streamline staff workloads and capture needed consumer and service data for APS, Aging Services and the Resource Center.

2022-2024 COUNTY AGING PLAN

2021 was the year the ADRC completed the 2022-2024 County Aging Plan. We thank the ADRC Advisory Board, stakeholders, and staff for assisting with the input gathering process that has shaped our goals for the next 3 years. These goals include:

- Addressing equity and inclusion throughout all service areas
- Creating opportunities for caregiver support
- Piloting a restaurant model within our nutrition program
- A focused effort to offer health promotion opportunities across a diverse population
- Identify and work with elders at risk of food insecurity and malnutrition
- Identify and work with elders at risk of loneliness and social isolation
- Provide education to older adults on effective advocacy efforts

ADMINISTRATIVE SUPPORT SERVICES

Administrative Services staff provide a wide variety of support to the ADRC.

Examples include:

- Serve as the first point of consumer contact with the ADRC via phone or walk-in
- Application processing, data entry, and tracking for the Transportation program
- Manage daily operations and data entry for Senior Nutrition Program
- Assist with obtaining services for consumers receiving in-home services through contracted providers
- Provide meeting set-up, communication, and minute taking for the ADRC Advisory Board meetings
- Data entry and activity tracking for outreach events
- Handle, on average, 131 calls per day



**Handled Daily Operations for
2,477 Senior Nutrition
Consumers**

**Answered 33,123
Incoming Calls From
The Community**

**Processed 1,053
Transportation Applications**

**Coordinated In-Home
Services For More Than
300 Consumers**

RESOURCE CENTER

The Resource Center staff provide information and assistance, options counseling, publicly-funded long-term care program eligibility determination, enrollment and referrals to other program areas and agencies both inside and outside of the Department of Health and Human Services.

During 2021 there was an increased focus from the State of Wisconsin on the provision of options counseling services. This service allows staff the time to get to know the consumer, understand their needs and desires and then provide the full array of options available. Staff provide decision-support by answering questions and ensuring the consumer has an understanding of their options to make the best choice for them.

Some of our dedicated ADRC staff and volunteers



RESOURCE CENTER CONTACTS INCLUDED:

29,417

Resource Center Contacts for Information and Assistance

913

Contacts to Provide Assistance with the Medicaid Application Process

1,424

Calls About Dementia Services

648

Long-Term Care Functional Screens

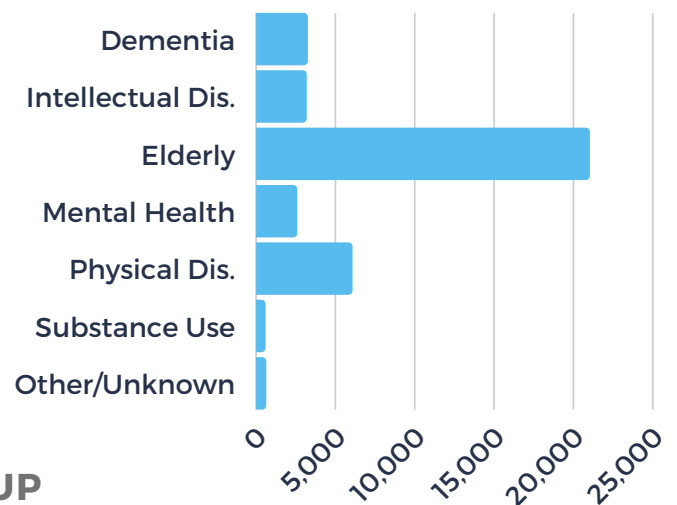
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Walk-Ins Provided with Assistance
(Reopened to walk-in customers in May 2021)

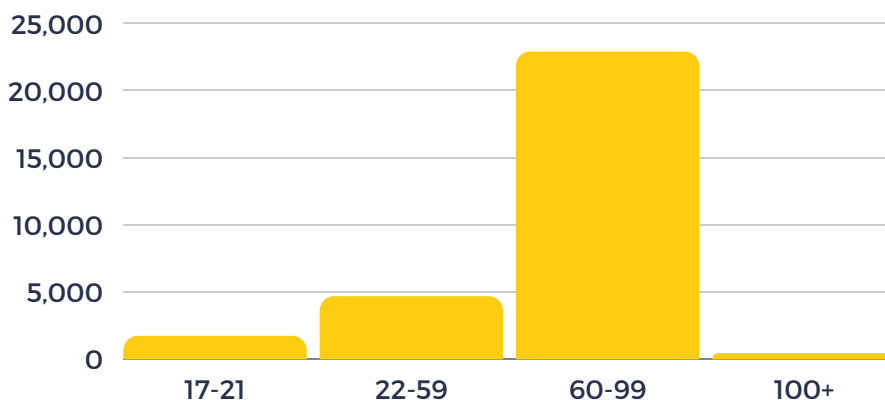
TYPES OF CONTACTS MADE

The Resource Center has 28 ADRC Specialists who rotate their duties between assisting consumers through the call center and conducting in-person visits. In 2021, staff handled more than 33,123 incoming calls from community members, which amounts to almost 2,760 contacts per month, or over 127 contacts per work day.

TARGET GROUP DISTRIBUTION OF CONTACTS



NUMBER OF CALLS BY AGE GROUP



TRANSPORTATION



The ADRC administers specialized transportation services for older adults 60 years of age and older, and individuals with disabilities who are under the age of 60. The shared-fare taxi is available for residents who can enter or exit a car with little or no assistance. A accessible RideLine program is available for riders who need more assistance.

In 2021, the ADRC saw a 20% increase in ridership over 2020 numbers. However, some providers struggled to stay in business and the ADRC lost two taxi providers in the county. As grant dollars were available, the ADRC was able to increase subsidy to passengers to allow ADRC clients to pay less for their rides.

54k

Total One-Way Rides

48%

Percent of Rides
Used For
Medical Needs

33k

Taxi Rides

664,930

Total Miles Driven During ADRC Rides

14k

Rideline Rides

ADULT PROTECTIVE SERVICES (APS)

APS investigates and intervenes in reports of abuse, neglect, and financial exploitation of adults at risk and elder adults at risk in the community. APS staff work to ensure safety, promote self-determination, and intervene on behalf of clients that cannot protect themselves.

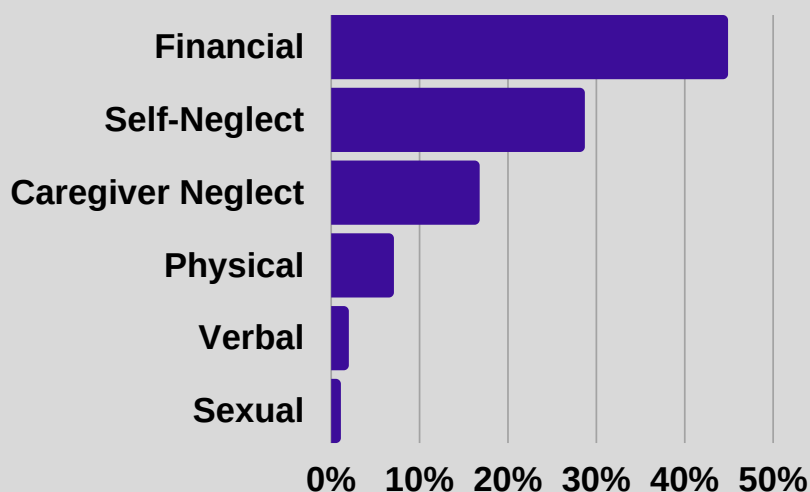
APS also provides court services to provide protection and services in the least restrictive setting. Examples include: petition for guardianship and protective placement, and providing comprehensive assessments for new and annual reviews of protective placements of wards placed outside their homes for 24/7 care.

In response to the COVID-19 pandemic, the ADRC made some significant changes to the process of receiving referrals from the public. A staff person now takes direct referrals, which has resulted in efficient and enhanced screening and documentation regarding APS referrals, and additional outreach on APS issues. In 2021, APS received more than 1,000 calls of concern regarding elder/adult at risk and self-neglect.

IN 2021 APS STAFF:

- Opened 358 new cases, including:
 - 229 Adult at Risk/Elder Adult at Risk investigations of abuse/neglect/financial exploitation.
 - 129 Court Services Cases
- Conducted 264 Annual Court Reviews of Protective Placement
- Documented estimated losses to consumers of more than \$1.4 million because of financial abuse.

TYPES OF INVESTIGATIONS



In June 2021, to commemorate World Elder Abuse Awareness Day, APS staff collaborated on a digital campaign to educate the public on types of financial abuse. To increase awareness a display of pinwheels in front of the Waukesha County Courthouse represented the number of seniors in our community who were victims of abuse in 2020.



ELDER BENEFIT SPECIALISTS

The Elder Benefit Specialist (EBS) program provides legal assistance to older individuals, regardless of income. This program provides a wide range of legal advocacy and protects the interests of adults age 60 and older. An EBS can provide counseling on legal rights, benefit counseling, assistance with applying for benefits, and assistance with the appeals process for public and private benefit programs.

EBSs are certified Wisconsin State Health Insurance Assistance Program (SHIP) counselors, providing education, counseling, and enrollment assistance to Medicare beneficiaries. Counselors meet face-to-face with clients and conduct presentations and outreach events throughout Waukesha County. Many consumers with lower income, those living in rural areas, consumers with English as a second language, and people with a disability are assisted by the SHIP program.



778

**CLIENTS SERVED BY
ELDER BENEFIT SPECIALISTS**



\$3,843,524

**AMOUNT IN
PUBLICLY-FUNDED
BENEFITS CONSUMERS
WERE ABLE TO ACCESS**

In 2021, two EBSs served 778 consumers with 68.8% of the consumers requesting help with health insurance benefits. "Welcome to Medicare" classes assisted over 200 consumers with education on Medicare eligibility and coverage. During Medicare Open Enrollment period for Part C and Part D coverage, the EBS program assisted over 250 consumers. Assistance was provided in choosing the most cost-effective plan for 2022. These Medicare services continue to be a needed program for Waukesha County residents to understand their complex coverage decisions.

Additional services performed by EBSs include assistance with eligibility screening, completing applications, appeals or reconsiderations for the following public benefit programs: Medicaid, Medicare, Social Security, and private health insurance. Various legal assistance could also be provided for housing and other consumer issues.

YOUTH TRANSITION SERVICES

Transition is a time for learning new information, developing new skills, making decisions, and taking action. As a young person with a disability gets closer to turning 18 years old, ADRC Specialists meet with them and their family to provide a brief overview of the changes, the process, the timeline and the resources involved for a young person to transition from adolescent services to adult services. The Specialist explains how the ADRC can help them understand new rights and responsibilities, determine their immediate and future care needs and evaluate their options for meeting those needs. They also link them to resources and organizations that will help them make more informed choices about living a productive life as an adult in Waukesha County.

THE ADRC ASSISTED 55 FAMILIES WITH TRANSITION SERVICES IN 2021

In 2021, ADRC staff, with the help of Waukesha County Children with Special Needs staff, reviewed and redesigned the Transition Guide provided to families to help them through the process. As Specialists met with families throughout the past couple of years they noticed the current information in the guide didn't do a great job of answering all of the questions many families have during the process. The new guide includes additional information about the long-term care programs in Waukesha County, supported decision making and other guardianship alternatives, and more educational program options.

DISABILITY BENEFIT SPECIALISTS

Disability Benefit Specialists (DBS) provide services to people between the ages of 18 and 59 identifying as having a physical disability, intellectual or developmental disability, mental health disorder, or substance use disorder. The core service of the DBS Program is to provide information, assistance, and advocacy regarding public and private benefit programs, such as health insurance (Medicaid, Medicare), Social Security disability benefits, FoodShare, housing and utility programs, prescription drug assistance, and additional benefits.



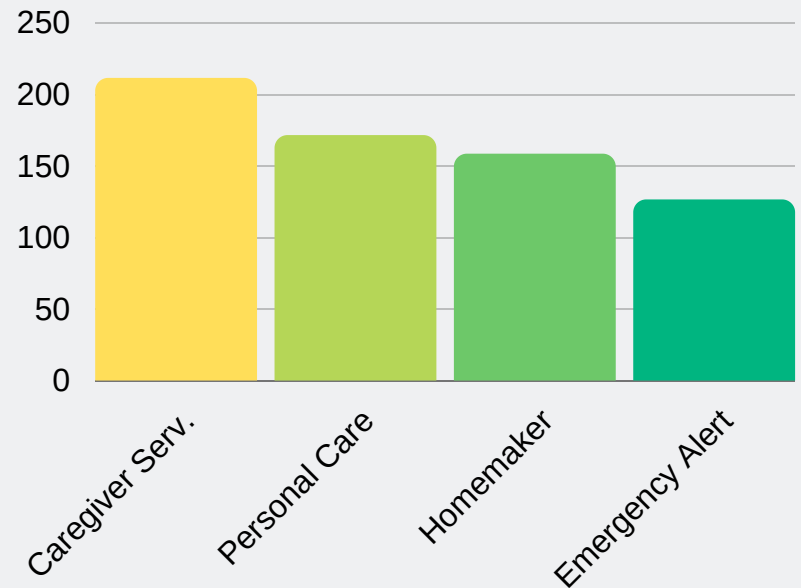
In 2021, two DBS staff assisted 398 Waukesha County adults and helped them access \$1,879,638 in publically-funded benefits.

AGING SERVICES

The Aging and Disability Resource Center of Waukesha County (ADRC) offers a variety of programs to meet the needs of older adults. Services are available directly from the ADRC or in cooperation with other agencies.

As the population ages, the ADRC is seeing an increase in the number of seniors who need these support services. The Aging Services unit assisted 695 consumers in 2021; up from 497 in 2020. **77% of those served in 2021 were new to the Aging Services program.**

NUMBER OF PEOPLE PROVIDED WITH EACH SERVICE IN 2021

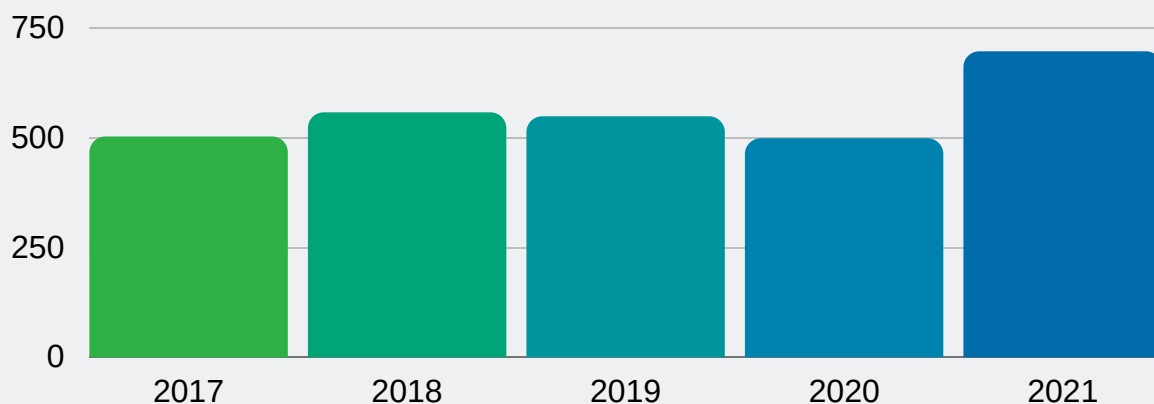


Increased Community Need for Aging Services

The biggest challenge facing the provision of services under this program was staffing shortages within our provider network. Whether within facilities or in-home care, all of our providers encountered this challenge, resulting in service delays, decreases and cancellations and in the severest of situations, provider businesses closing.

The family and friends of these older adults in need felt these provider service shortages first-hand as more care needs fell to them. The Aging Services staff recognized this and provided resources, training, support and recognition to these caregivers. Examples include a virtual dementia support group, caregiver connection calls, a caregiver recognition event and various e-newsletters.

TOTAL CASES ASSIGNED TO AGING SERVICES



NANCY'S STORY

In 2008 when Nancy's relative needed assistance as they aged, Nancy contacted the ADRC for assistance. In 2021 when she realized she and her husband would need additional support if they wanted to remain in their home, she gave the ADRC a call again.

Nancy was diagnosed with MS, Osteoporosis, Spinal Stenosis and is in a wheelchair. Her husband was diagnosed with Neuropathy and hearing issues. After she fell a couple times Nancy became worried that if she fell in the future, her husband wouldn't be able to hear her calls for help.



Nancy was connected to the Aging Services Unit within the ADRC and staff conducted a home visit to provide options counseling for Nancy and her husband. ADRC staff provided Nancy with an emergency alert system. During the assessment, staff learned that her sister had been helping her with bathing during her weekly visits. The ADRC set up bathing services and respite care for the family, so that when her sister comes over they can spend that time simply enjoying each other's company.

As Nancy's health problems progressed, it became increasingly difficult and dangerous for her to use the stairs to get in and out of her home. The ADRC coordinated with a local business to install a stairlift in the home so that Nancy could safely exit the home and enter her basement. Grant dollars allowed the ADRC to cover a significant portion of the cost of the stairlift. Nancy and her family are extremely grateful that they are able to age safely and comfortably in their home and community.

SENIOR DINING & HOME DELIVERED MEALS

The ADRC operates senior dining centers throughout the county and also provides home delivered meals to those 60 years of age or older, who are homebound or unable to prepare nutritious meals for themselves. There is no cost to participate in either program, however confidential donations are accepted. No eligible client is denied a meal because of inability to contribute financially.

Meal service at all senior dining centers was suspended for most of 2021 due to the COVID-19 pandemic. In November, the ADRC was able to reopen the dining facilities in Brookfield, Menomonee Falls, Oconomowoc and Sussex. In addition, while frozen meals were utilized in 2020, we were able to transition back to hot meal delivery five days per week in 2021. The changes in service delivery during the pandemic also gave the ADRC a chance to re-evaluate the current nutrition program.

MEALS SERVED:

**SENIOR
DINING**

2,743

(Started Nov. 15th)

**HOME
DELIVERED**

127,516

2,477

**TOTAL CLIENTS
SERVED**

WHAT THIS PROGRAM MEANS TO OUR COMMUNITY

I really appreciate getting my Meals on Wheels! All of your drivers are very pleasant and I appreciate their efforts.

Just seeing a person at our door is always pleasant.

I'm 94 years old and I have a hard time walking. I enjoy the meals and they save me a lot of time.

This program gives me a reason to get dressed for the day. It's a good feeling that somebody cares about my quality of life.

The home delivered meals are a godsend to us as I am unable to prepare meals, shop or drive. Your service is much appreciated.

HOW OUR VOLUNTEERS MAKE A DIFFERENCE

The ADRC has numerous volunteers that are flexible and assist in our many programs. Some of them go above and beyond for their community. Grant is one of those volunteers. The demands of our Home Delivered Meals program can change daily and there are times we have to change where Grant is driving, or what route he is driving, at the last minute. Grant never minds, and says we just need to tell him where he should go and he will be there. Even if it is the last minute and he is not scheduled to drive on a given day, he welcomes the phone call asking if he can help us “again”.

When the COVID-19 pandemic hit, the Home Delivered Meals program had to change on a dime and find a way to serve meals to homebound seniors. Unfortunately, that meant that all of the volunteers couldn't help for a period of time because of health and safety precautions. Grant called frequently to see when he could start driving again. Once volunteers were able to come back he was the first to “sign up” and said he would drive anywhere and any day. He has been there every step of the way and has remained willing and flexible during the changes and growing pains while we implemented new policies and procedures.

The ADRC and the Waukesha County community are so fortunate to have Grant volunteering for this program. He helps us serve some of the most at-risk seniors in our community and the ADRC could not do everything we do without the support of generous volunteers like Grant and many others.

VOLUNTEERS

Volunteers provide thousands of hours of services to the ADRC every year and the impact is immeasurable. Without volunteers, the ADRC would have to reduce programming and limit the services provided to the residents of Waukesha County. In 2021, the ADRC absorbed the oversight of all HHS volunteers which included volunteers at the community COVID-19 vaccination clinic. ADRC volunteers were vital in our efforts to deliver meals to seniors and check in on those who were feeling isolated from the community.

Volunteer opportunities included:

- Home Delivered Meal Drivers
- Senior Dining Assistants
- Office Assistants
- Volunteer Guardians
- Advisory Board Members
- And More!

VOLUNTEERS:

309

TOTAL HOURS

12,824

VALUATION OF VOLUNTEER HOURS

\$326,122

In 2021, the ADRC focused on reconnecting with community organizations and participating in outreach opportunities. Because of the pandemic, many community events were still held virtually in 2021, however it was great to begin holding small presentations to reconnect with the Waukesha County community. The ADRC also made a concerted effort to inform the community about the importance of COVID-19 vaccination, including mailing an informational postcard to each senior household in the county.

Marketing & Outreach activities included:

- Producing a monthly newsletter
- Printing an annual Resource Guide
- Advertising campaigns including print, radio, tv, and social media ads
- Partnerships with community organizations
- And more!

MARKETING & OUTREACH

NEWSLETTERS

28,200

RESOURCE GUIDES

10,000

COMMUNITY EVENTS

While community outreach events were still limited because of the pandemic, the ADRC was thrilled to get back out in to the community to share information about our services and discuss topics that seniors in this community are concerned about.

Some events we participated in include:

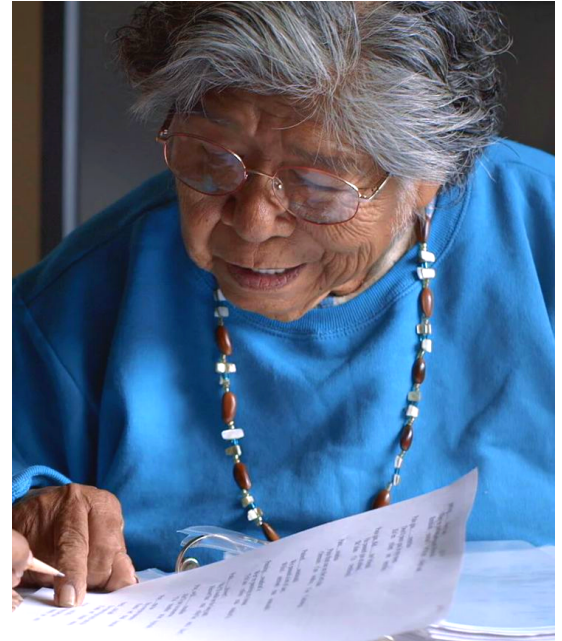
- Butler National Night Out
- Sussex National Night Out
- Oconomowoc National Night Out
- Menomonee Falls Senior Enrichment Fair
- 50+ Magazine Senior Fair
- West Allis Parkinson Support Group Meeting
- Sussex Caregiver Support Group Meetings
- Caregiver Drive-Thru Appreciation Event



DEMENTIA CARE

In 2021, the Dementia Care Specialist was able to:

- Provide in-person and virtual Memory Cafes, an important event for people with dementia and their caregivers to connect with others in the community and enjoy fun activities.
- Hold trainings for local businesses as well as specialized educational events for bank staff, and first responders.
- Support the Caregiver Appreciation event where gift bags were handed out to local caregivers
- Assist community-wide dementia awareness efforts.



Addressing the needs of people with dementia and their caregivers during the pandemic:

Older adults were more likely to feel isolated and lonely during the pandemic. People with dementia and their caregivers had their schedules and services disrupted creating a need for more one-on-one support and care consultation. This is evidenced by calls for dementia services becoming the fifth most frequent type of contact made to the ADRC. The Dementia Care Specialist was able to pivot to a more individualized approach and work with families to understand their needs and provide information on services and resources available to support them.

HEALTHY AGING

The ADRC works in partnership with other county departments and external organizations to offer programs and information to help older people in our community prevent common health problems, manage chronic conditions, and maintain good health.

In 2021:

- 70 community members attended one of many Health & Wellness classes, virtual and in-person.
- 437 Senior Farmers Market Vouchers were disbursed to seniors in our community, allowing them to purchase up to \$25 of fresh produce from a participating vendor at an area farmers market.



Aging & Disability Resource Center
of Waukesha County

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